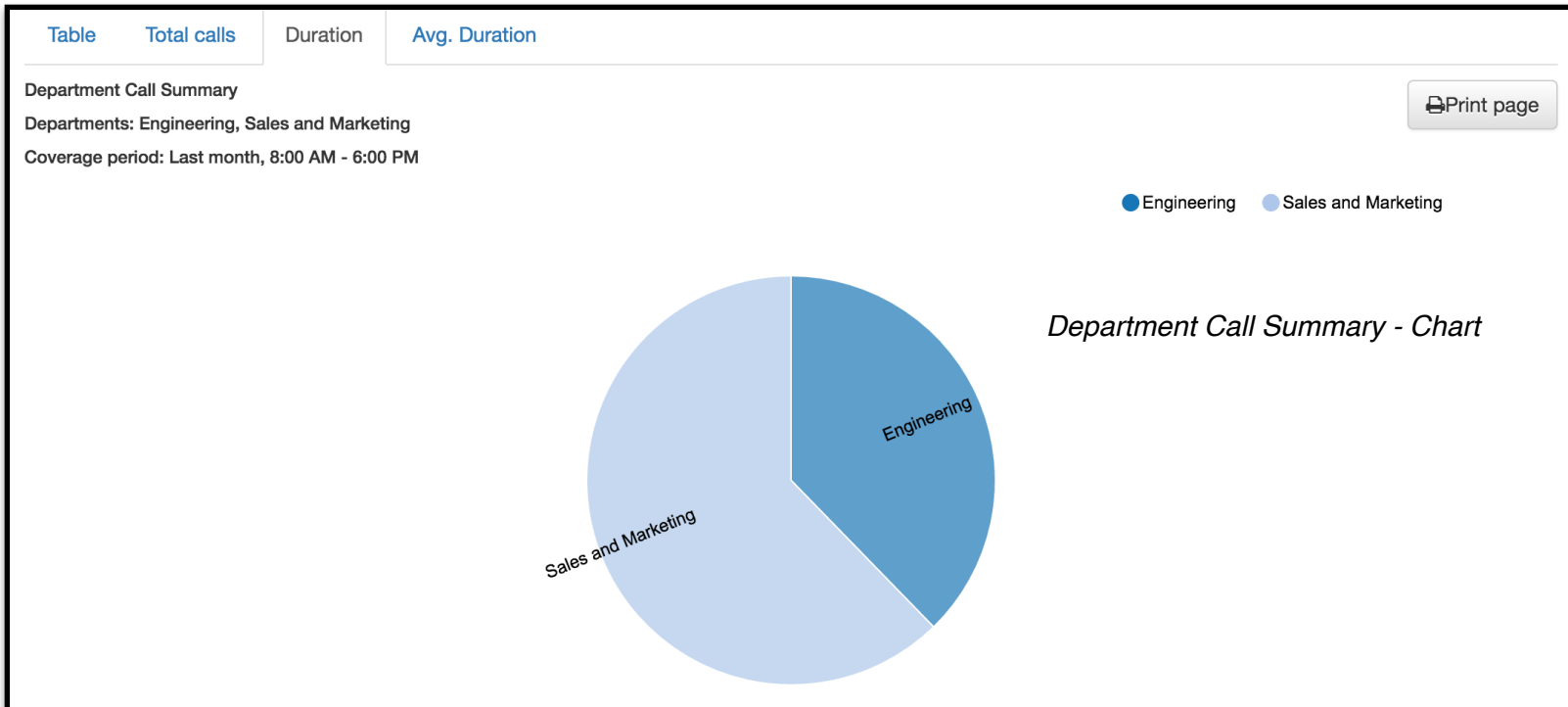# NEC

InControl Sample Reports

Department Call Summary

| | Table | Total calls | Duration | Avg. Duration |

Department Call Summary

Departments: Engineering, Sales and Marketing

Coverage period: Last month, 8:00 AM - 6:00 PM

Department Call Summary - Table

🖶Print page

Department ⌄	Inbound ⌄	Outbound ⌄	Internal ⌄	Total ⌄	Duration ⌄	Avg. Duration ⌄
Engineering	64	15	40	119	13:08:43	0:06:38
Sales and Marketing	264	71	147	482	21:42:24	0:02:42

| Table | Total calls | Duration | Avg. Duration |

Department Call Summary

Departments: Engineering, Sales and Marketing

Coverage period: Last month, 8:00 AM - 6:00 PM

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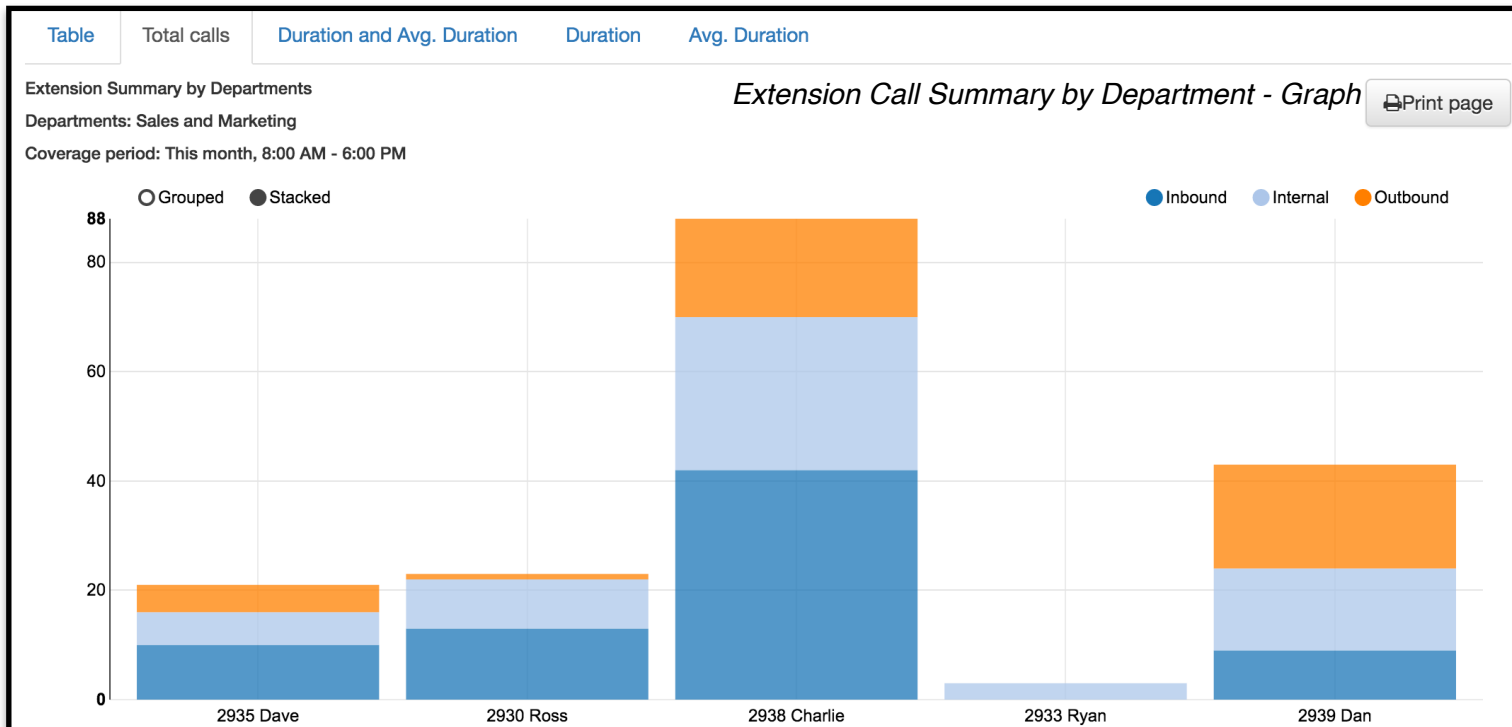● Engineering ● Sales and Marketing

Department Call Summary - Chart

InControl Sample Reports

Table | Total calls | Duration and Avg. Duration | Duration | Avg. Duration

Extension Summary by Departments
Departments: Sales and Marketing
Coverage period: This month, 8:00 AM - 6:00 PM

Extension Call Summary by Department - Table

🖨Print page

Extension ▲ ⌄	Name ⌄	Inbound ⌄	Outbound ⌄	Internal ⌄	Total ⌄	Duration ⌄	Avg. Duration ⌄	☰
2930	Ross	13	1	9	23	1:18:31	0:03:25	
2933	Ryan	0	0	3	3	0:00:50	0:00:17	
2935	Dave	10	5	6	21	0:24:01	0:01:09	
2938	Charlie	42	18	28	88	5:33:06	0:03:47	
2939	Dan	9	19	15	43	1:30:30	0:02:06	

Table | Total calls | Duration and Avg. Duration | Duration | Avg. Duration

Extension Summary by Departments
Departments: Sales and Marketing
Coverage period: This month, 8:00 AM - 6:00 PM

Extension Call Summary by Department - Graph

🖨Print page

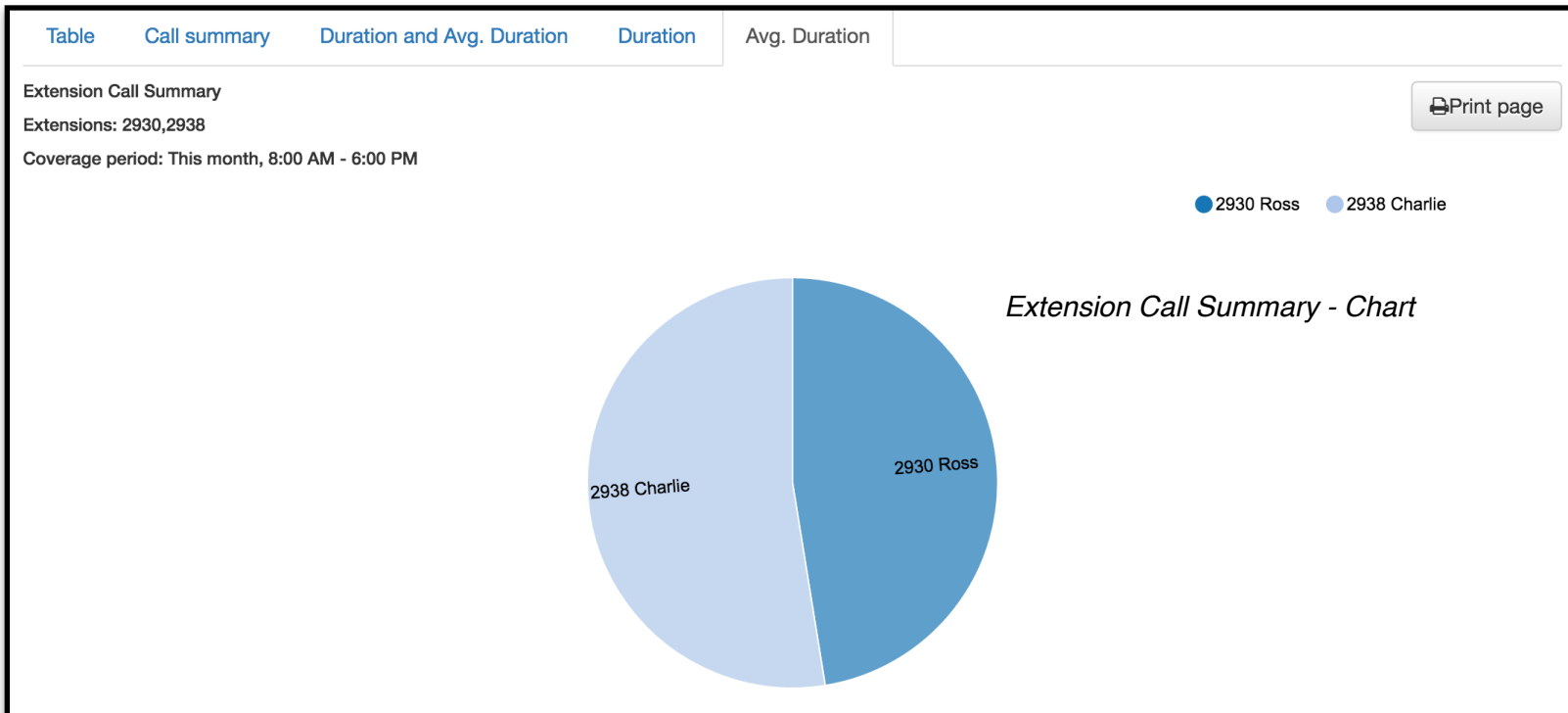○ Grouped ● Stacked   ● Inbound ● Internal ● Outbound

InControl Sample Reports

Extension Call Summary

Table | Call summary | Duration and Avg. Duration | Duration | Avg. Duration

Extension Call Summary

Extensions: 2930,2938

Coverage period: This month, 8:00 AM - 6:00 PM

Extension Call Summary - Table

[Print page]

Extension	Name	Inbound	Outbound	Internal	Total	Duration	Avg. Duration
2930	Ross	13	1	9	23	1:18:31	0:03:25
2938	Charlie	42	18	28	88	5:33:06	0:03:47

Table | Call summary | Duration and Avg. Duration | Duration | Avg. Duration

Extension Call Summary

Extensions: 2930,2938

Coverage period: This month, 8:00 AM - 6:00 PM

[Print page]

● 2930 Ross ● 2938 Charlie

Extension Call Summary - Chart

2938 Charlie

2930 Ross

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InControl Sample Reports

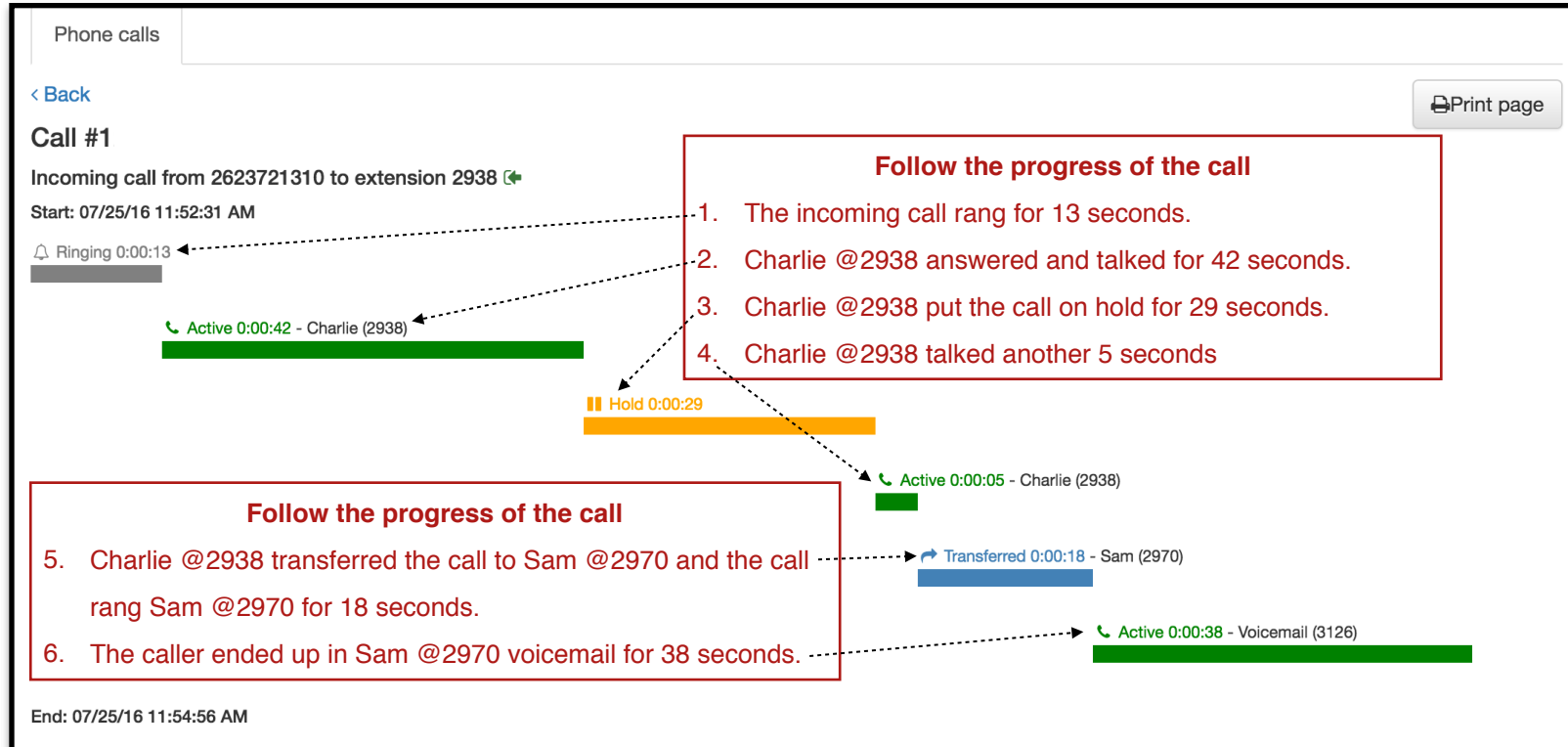**Extension Call Details**

Extension Call Details

Extensions: 2938

Coverage period: Last week, 8:00 AM - 6:00 PM

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	Date/time	Extension	Extension Name	Type	Duration	Party #	Party name
1	07/18/16 10:31:03 AM	2938	Charlie	➡	0:03:05	2936	
2	07/18/16 1:51:52 PM	2938	Charlie	⊖	0:00:22	9376140504	Globex Corp
3	07/18/16 2:09:43 PM	2938	Charlie	⬅	0:02:23	4813309742	Omni Chem
4	07/18/16 2:11:40 PM	2938	Charlie	⊖	0:00:22	2767874962	Strickland Propane
5	07/18/16 2:12:27 PM	2938	Charlie	➡	0:10:47	2939	
6	07/18/16 2:19:35 PM	2938	Charlie	⊖	0:00:23	5079532391	State Plains Holding
7	07/18/16 2:25:09 PM	2938	Charlie	➡	0:06:28	6629298024	
8	07/18/16 2:31:45 PM	2938	Charlie	⬅	0:02:20	9079221300	Tessier Ltd
9	07/18/16 2:36:25 PM	2938	Charlie	⬅	0:49:35	4394174781	Wayne Ent
10	07/18/16 3:20:10 PM	2938	Charlie	⊖	0:00:22	7974917472	Wentworth Ind
11	07/18/16 3:32:34 PM	2938	Charlie	➡	0:05:02	6246985019	
12	07/18/16 4:04:12 PM	2938	Charlie	➡	0:20:33	2936	

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InControl Sample Reports

Phone Number Details

Phone calls

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Call #1

Incoming call from 2623721310 to extension 2938 ⬅

Start: 07/25/16 11:52:31 AM

🔔 Ringing 0:00:13

Follow the progress of the call

1. The incoming call rang for 13 seconds.
2. Charlie @2938 answered and talked for 42 seconds.
3. Charlie @2938 put the call on hold for 29 seconds.
4. Charlie @2938 talked another 5 seconds

📞 Active 0:00:42 - Charlie (2938)

⏸ Hold 0:00:29

📞 Active 0:00:05 - Charlie (2938)

Follow the progress of the call

5. Charlie @2938 transferred the call to Sam @2970 and the call rang Sam @2970 for 18 seconds.
6. The caller ended up in Sam @2970 voicemail for 38 seconds.

➡ Transferred 0:00:18 - Sam (2970)

📞 Active 0:00:38 - Voicemail (3126)

End: 07/25/16 11:54:56 AM

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InControl Sample Reports

Trunk Utilization

Table   Chart

Trunk Utilization

Trunk groups: SIP Trunks

Coverage period: Jan 1, 2016 - Jul 25, 2016, 8:00 AM - 5:00 PM

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Trunk Utilization

Total number of trunks in the trunk group.

Maximum number of trunks busy in that timeframe

Maximum used (y-axis)

Time (x-axis): 8 AM, 9 AM, 10 AM, 11 AM, 12 PM, 1 PM, 2 PM, 3 PM, 4 PM

Values: 2, 3, 3, 4, 3, 4, 3, 4, 4

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